

**Norstar Remote Utilities 2
CALA
Channel Introduction Package**

February 28, 1997



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Norstar Remote Utilities 2

1.0 Introduction

Northern Telecom (Nortel) is pleased to announce the availability of Norstar Remote Utilities 2 (NRU 2), the latest release of Norstar remote administration software. Norstar Remote Utilities 2 is a business tool specifically designed to provide superior service and cost effective support of Norstar and Norstar-PLUS business communication systems. Norstar Remote Utilities 2 offers the additional administration of Norstar-PLUS MICS 1.1 and DR5.1 databases over earlier versions of the Norstar Remote Utilities product. Norstar Remote Utilities 2 will replace the existing version of the Norstar Remote Utilities product.

2.0 Product Positioning

Norstar Remote Utilities 2 (NRU 2) enables users to substantially reduce operation costs and improve responsiveness by providing enhanced system support without a site visit. NRU 2 allows distributors to implement improvements in their support processes for increased profitability. Installed base management with NRU 2 reduces operations costs, creates new service revenue opportunities, and enhances the distributor's image and competitiveness as a responsive service provider making use of leading edge technology.

2.1 Distributor Benefits

Operational cost savings

-Reduces the need for site visits on 60% of trouble calls. Initial implementation costs can be recuperated within 3 service calls (based on \$75.00/hr per visit).

New service revenue opportunities

-Promotes additional maintenance revenue by offering low-cost, real-time system support in addition to existing capabilities such as backup/restore, database reports, etc.

Increased service responsiveness

-Immediate response to major and minor service requests greatly increases customer satisfaction levels. Also reduces time spent on each service request, thus increasing productivity levels.

Increased service ability

-Real-time terminal emulation, database administration, diagnostics, and system analysis provide optimal service ability by reducing the need for common site visits due to incorrect programming (end user/technician), time and date changes, system speed dial changes, unplugged sets, DND activation, etc.

Increased system optimization

-Real-time system inventory access provides for immediate implementation of 100% of database-only related adds, moves, and changes as well as preparation for adds, moves, and changes requiring additional hardware.

2.2 End User Benefits

Optimal repair service

-Immediate response to service requests promotes customer satisfaction and reduces customer inconvenience and downtime created by subject of service request. Areas such as hardware outages, service impairing database changes, and human error can be easily diagnosed and resolved in an expedient manner.

Increased productivity

-Faster distributor response to adds, moves, and changes increases customer productivity and inconvenience levels in areas such as departmental personnel changes, outside line reconfigurations, system feature implementation, voice mail administration, etc.

Reduced programming

-Ease of distributor remote access reduces end user requirements for programming and training.

3.0 Product Description

3.1 Product Overview

Norstar Remote Utilities 2 (NRU 2) is a software package comprised of 3 components: Norstar Manager 3.3 software, Remote Set Software (RSS), and documentation. Each software component assists users in administering, maintaining, and programming various Norstar key and voice mail systems (Figure 1).

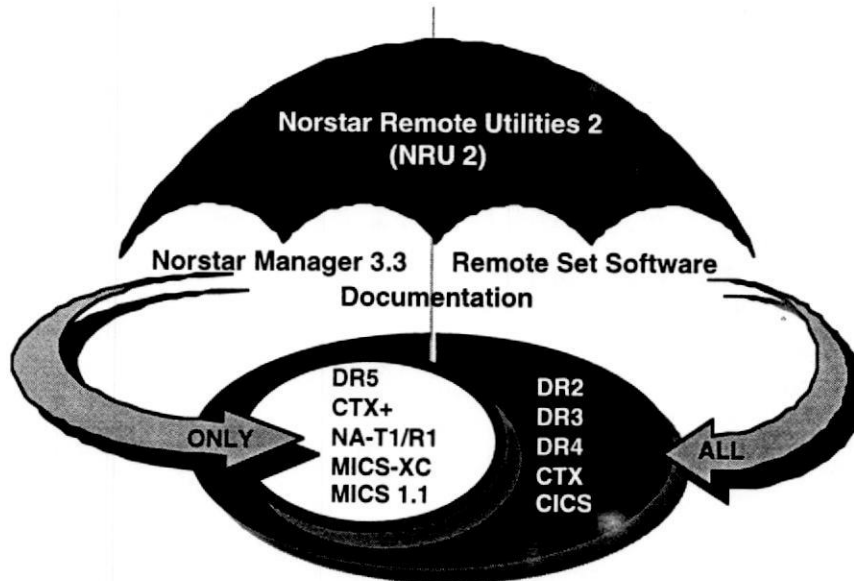


Figure 1.

The NRU 2 application, installed on a PC located at a remote location or at the phone system site, communicates through a Remote Access Device (RAD). A RAD connects the different components of the NRU 2 to a Norstar system via a station port and can auto answer an existing line on the Norstar system. Also, calls can be manually transferred to the RAD by an on-site operator. In remote connections a separate connection device must be used by the PC to communicate with the RAD. You can choose either a modem or a Norstar Data Communications Interface (DCI) as the connection device.

Note: The DCI is not supported by Modular ICS, Modular XC, and Compact ICS software feature cartridge. On these systems you can only use a modem.

The following provides a description of the different components of the NRU 2:

3.1.1 Norstar Manager 3.3

The features and functionality of Norstar Manager 3.3 remain the same as Norstar Manager 3.2 with the exception of the additional support for the new MICS 1.1 platform and the upcoming DR5.1 release (scheduled for availability in February 1997 and April 1997 respectively). The following reflects the feature enhancements of MICS 1.1 and DR5.1 which require administration and are now supported by Norstar Manager 3.3:

- T1 Ground Start Support
- Adminable Passthrough Mode Delay **
- Analog Station Module Recognition
- Access Control to Link Feature **
- Call Log Storage Capacity Reduction
- LNR/SNR On/Off Admin
- ARS Digit Absorption *
- Automatic Daylight Savings Time *
- Do Not Disturb On Busy */**
- Loss Plan Modifications *
- Page Timeout *
- Page Tone On/Off */**
- Service Modes Extended Ringing Service *

* Existing features ported into MICS 1.1 from MICS-XC 1.0

** Enhancements ported into DR5.1

3.1.2 Remote Set Software (RSS)

RSS is a fast effective remote administration tool that provides Windows based capabilities for configuring, administering and maintaining Norstar Key System Units and peripherals via simulated M7310 and M7324 extension types. If installed as a standalone product, RSS provides you with the facilities to store profiles of Remote Access Device (RAD and I-RAD) connections and desired extension type information on the PC hard drive. RSS provides the following capabilities:

- MMI that simulates a Norstar set (M7310 or M7324) when programming
- Remote configuration, administration and maintenance functions for most Norstar system types and softwares
- Ability to remotely program Voice Mail features excepting those requiring voice capability
- Remote programming of all Norstar peripherals
- Remote administration of the Remote Access Devices (RAD and I-RAD)
- On-line programming of the KSU with simulated M7310 and M7324 extension types
- Direct queries of device status
- Copying of extensions and lines within a system

Note: RSS does not provide Backup/Restore, Off-line programming, Reporting ,

3.1.3 Documentation

The documentation has been updated to include installation and user instructions for Norstar Manager 3.3 and Remote Set Software. Documentation is available in English and French.

3.1.4 Physical Description

The Norstar Remote Utilities 2, packaged on three 3.25" disks, runs on an IBM 386 (or greater) PC or compatible, running MS-DOS 5.0 or later and MS Windows 3.1. The Norstar Remote Utilities 2 will operate on a configuration of processor, memory and peripherals which is comparable to that provided by an IBM 386 computer. The computer requires a VGA monitor and at least 8 Mbytes of memory. The Norstar Remote Utilities 2 will run on a laptop provided that it is equipped with the above hardware configuration. A 100 MB hard drive is recommended. **Note: For improved speed and to accommodate future application enhancements, an IBM 486 PC or compatible with 8 MB of RAM and 160 MB hard drive is recommended to run the Norstar Remote Utilities 2.**

The hardware component of the Norstar Remote Utilities 2 is a Remote Access Device, (RAD), which acts as a communication bridge between the KSU and PC. The RAD provides B to D channel conversion at 1200 or 2400 baud remotely, or 9600 baud on a direct connection, security against unauthorized remote access, and a means of calling a remote alarm device (a printer or a console).

Note that the Norstar-PLUS Compact ICS utilizes an Internal Remote Access Device (I-RAD) instead of the standard RAD.

A commercially available, Hayes compatible modem capable of operating at 1200 or 2400 baud is necessary for establishing remote connections between the PC which is running RSS and the RAD. The modem may be external or internal to the PC. **Note: It is highly recommended that the modem have two separate line and phone ports if the operator assisted call feature of Norstar Manager 3.3 or RSS is to be used.**

3.1.5 Compatibility with KSU software

Norstar Manager 3.3 is compatible with only the following Norstar system software:

• 3x8 DR5	all releases	all releases
• Compact DS DR5	all releases	all releases
• Compact DR5*	A0630283	A0630281
• Modular DR5*	A0638528	A0628540
• Modular Centrex+*	A0628592	A0628593
• Norstar-PLUS Modular ICS Release 1 /T1	A0629079	A0629079
• Norstar-PLUS Modular ICS Release 1/Centrex	A0629080	A0629080
• Norstar-PLUS Modular ICS XL	A0638646	NA
• Norstar-PLUS Modular ICS XC	A0632415	A0632420
• Norstar-PLUS MICS-DR 1.1	A0642274	A0642274
• Norstar-PLUS MICS-XC 1.1	NA	A0649683

**software purchased after July 1, 1993*

RSS is compatible with all Norstar system types and all versions of Norstar system software (DR2 or greater) **provisioned with the new RAD** (A0648815-English and A0648816-French), available since March 30, 1996.

3.1.6 Compatibility with Remote Access Device

Norstar Manager 3.3 is compatible with all versions of the RAD except for the internal RAD (I-RAD) of the Norstar-Plus Compact ICS.

RSS is compatible with only the Internal RAD (I-RAD) of the Compact ICS and the new RAD (A0648815-Eng and A0648816-Frc), available since March 30, 1996.

3.1.7 User Interface

The Norstar Remote Utilities 2 user interface for both Norstar Manager 3.3 and RSS remains the same as the previous versions of Norstar Manager 3.2 and RSS.

3.1.8 Installation and Upgrades

The NRU 2 installation process is very similar to that of previous versions of Norstar Manager. However, you will now have the option of either installing both Norstar Manager 3.3 and RSS, or only RSS on the PC. Installation of NRU 2 (both components) takes approximately 3-5 minutes. Upgrades are supported from the following releases of Norstar Manager:

Version 2.1- with an option to replace or keep version 2.1 installed

Version 3.0- with or without 2.1 also installed

Version 3.1- with or without 2.1 also installed

Version 3.2- with or without 2.1 also installed

4.0 Specifications

The minimum PC requirements for Norstar Remote Utilities 2 are:

- IBM compatible 80386 (80486 recommended) 20-25 MHz processor
- 8 MB RAM memory
- MS-DOS 5.0 and Windows 3.2
- 3.25" 1.44 MB diskette drive
- VGA color monitor
- 101 key enhanced keyboard
- 100 MB hard disk
- 2400 baud Hayes-compatible internal or external modem
- 1 serial port (required for direct connection to RAD)
- 1 parallel port (required for hard copy of reports when using Norstar Manager 3.3)

5.0 Ordering Information

These new products are scheduled for availability from Nortel in April 1997.

<u>Product Description</u>	<u>NT Code</u>	<u>CPC</u>	<u>List</u>
Norstar Remote Utilities 2 (Eng)	NT8B81AS-93	A0661467	\$750.00
Norstar Remote Utilities 2 (Frc)	NT8B81BS-93	A0661468	\$750.00
Norstar Remote Utilities 2 Documentation Kit (Eng)	NTAB2026	A0664246	\$60.00
Norstar Remote Utilities 2 Documentation Kit (Frc)	NTAB2027	A0664249	\$60.00

The Norstar Remote Utilities 2 product ships with all of the appropriate documentation to facilitate a simple installation and user process. Again, NRU 2 contains Norstar Manager 3.3, Remote Set Software, and documentation. Documentation does include the appropriate training materials for remote maintenance.

6.0 Warranty and Repair

The standard "Norstar Key Telephone Systems - Warranty and Repair Policy and Repair Procedures" will apply to the Norstar components listed in this document.

7.0 Training

7.1 Technical Training

There is no additional technical training provided for the NRU 2. Product ships with self-paced tutorial and appropriate documentation.

7.2 Sales Training

There is no additional sales training provided for the NRU 2.

8.0 Contact List

Marketing	Carlos Fidalgo	(954) 851-8064
Product Management	Cynthia Becerra	(954) 851-8354
CTAS Technical Support:		(954) 851-8400

